TELEWORKS
COMMUNICATIONS, INC.

NEC Empowered by Innovation
DS1000/2000

IntraMail

QUICK REFERENCE GUIDE

How to log into your voice mail   Note: {HU} = Hang UP

{from your own phone} press [MW] key
{from any other office phone} press: [ICM] + 777 (listen to prompts)
{from auto-attendant} press: [#] + your box number (listen to prompts)

ONCE LOGGED IN:

{greeting} press <4> or <greet> on display to manage personal greetings
 {see code} press <67> for options, then <7> to enter a new 4-digit code (listen)
{name} press <76> to record your name. (listen to prompts)
Note: if doing all 3 items, press <#> 3 times after before going to next item.
 When listening to messages, use display prompts for managing messages.

HOW TO TRANSFER

Note: do the following with the caller on the line
{outside callers to leave a message} press: [ICM] + [MW] + mailbox no. {HU}
{co-workers calling in to get messages} press: [ICM] + 777 {HU}

{callers to an extension} press: [ICM] + extension (announce call) {HU}
-or- press Hotkey (if one is programmed) announce call ‑ {HU}
note: if co-worker wants caller to be sent to voice mail, simply select <MBOX> on
 display to instantly send caller to voice mail

HOT KEYS (for one touch calling/transfer & busy lamp)

All phones are pre-programmed with hot keys.
You can program /change hotkeys for whomever you would like.
1) press <#> <45> with receiver in cradle
2) select lit hot key you wish to program
3) type in extension + <HOLD>
4) select another or press <SPK> to end session

CONFERENCE CALLING

To add a second outside party to an existing outside call:
press <FLASH> with caller on line
 upon receiving a new dial tone, dial the parties phone number
 once online with second party, press [FLASH] to add first party back in.
 To add more parties in... press [CONF]
dial extension -or- dial 9 for another outside line then dial phone number
 when party is on with you, press [CONF] to join everyone together

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DS1000/2000 *SYSTEM ADMINISTRATION GUIDE*

To access system admin functions, you must first log into a mailbox with system admin privileges. If you wish to have this ability within your own personal mailbox, please arrange it with Teleworks which boxes should have such abilities.

ONCE LOGGED IN:

*Press **72** (SA* _system_ *admin)*

System Admin Options Menu:

*I **(4)** = Instruction Menu messages **(valid box numbers 000 - 007)***

000 is the main greeting. You must record a greeting before using schedule override

*A **(2)** = Announcement messages **(valid box numbers 008 - 015)***

These can be used for giving hours/directions/current events or specials etc...

*S **(7)** = Subscriber Maintenance, enter mailbox no when prompted.*

EA = erase all messages

EG = erase greeting

EN = erase name (mailbox name)

S = Delete security code

N = Record a new name

*O **(6)** = answer schedule override (make sure you have recorded a greeting in the instruction msg)*

Table number is usually number 1

*C **(2)** = Change override mailbox **(use 001- 007)***

*O **(6)** = on or off*

(1) = Message on hold

You can record a script or music through the handset and it will play whenever a caller is placed on hold.

Teleworks must predefine which source will play on hold whether it's the message on hold or an external audio source such *as CD player.*

*V **(8)** = Voice Mail Version number **(current version is 130)***

Changing Display name (also effects dial by name directory)

Do not log into voice mail for this admin function. Do this from idle phone.

*1)Handset stays in cradle and select **PGM** on display options*

*2) press **MORE** until you see **NAME** show on display*

*3) select **NAME** and **enter extension number** + **[HOLD]***

*4) enter name, same as you do on a cell phone (press **[Hold]** when completed)*

* 5)enter another extension or press blinking **[SPK]** button to end session*

CHANGE SYSTEM TIME & DATE

*press **#83**, enter 6 digit time in military format + **HOLD**, enter date + **HOLD**... SPK*

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press [#] [4] [5] with receiver in cradle select lit hot key
you wish to program
type in extension + [HOLD]
select another or press [SPK] to end session

To program personal speed dial (on top 10 keys)
receiver in cradle
on the display select <PGM> + <SPD>
select 1 of top 10 keys to program + [HOLD]
press [9] [0] + [HOLD]
enter complete phone number + [HOLD] press [HOLD] again and enter a
name + [HOLD]to complete [SPK] to end session